



Jennifer Jones, RUH Bath

“Big Room” for Improvement

"Big Room" for Improvement

MORE THAN 'JUST ANOTHER MEETING'

ROYAL UNITED HOSPITAL NHS FOUNDATION TRUST



What is it about?

- Why we needed to change?
- What a 'Big Room' is
- How we did it
- How it has changed our service for the better

RUH Ambulatory Care

- Wide Area Covered
- Location in Trust
- 4 Trolleys, 6 chairs and 4 consulting rooms

- 1 Consultant
- 1 GP
- 1 SHO/Registrar
- 1 Senior Nurse
- 1 Band 5 Nurse
- 1 HCA
- 1 Ward Clerk

- GP Referrals
- ED/Acute Medicine/ Clinics/ Self
- Day Cases
- Cardiac Hot Clinic

Life Before 'Big Room'

01

'Average' numbers - Lacking Information
25% Max of Medical Take
Trust Pressures

02

Inconsistent Medical cover, poor nursing cover.

03

Patient Feedback
Staff Satisfaction
What is Amb Care?

What is a 'Big Room'?

The logo for Flow Coaching Academy (FCFA) features the letters 'FCFA' in a large, white, sans-serif font on a blue background. Below the letters are three horizontal wavy lines, alternating in color between white and blue.

Flow Coaching Academy

- Toyota
- Improvement Hub
- Participants from all Roles
- Weekly
- Away from the Department
- Analysing what we could do better
- Data
- Emphasis on Ownership
- Meeting Roles & Rules

Where to Begin?

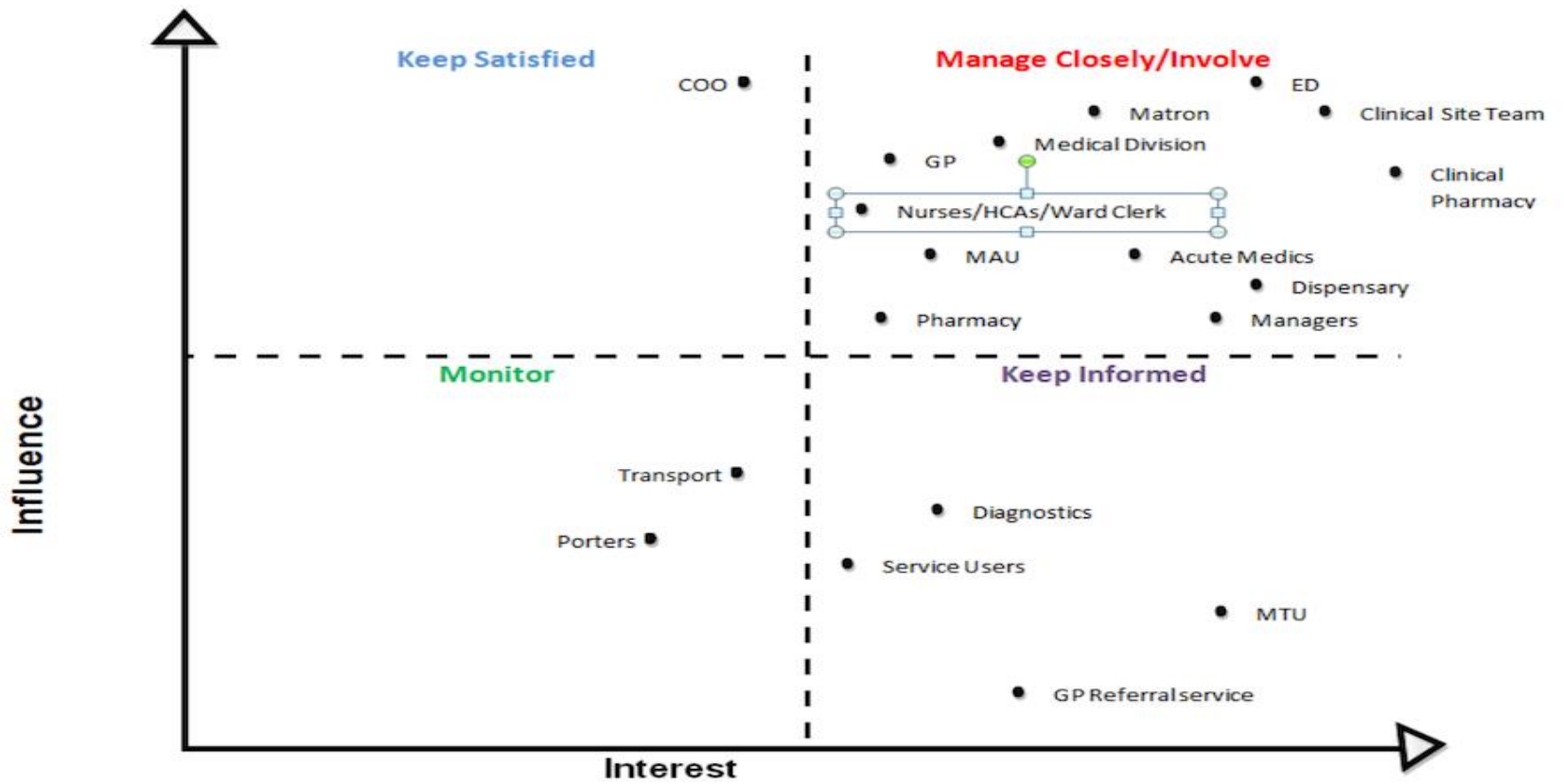
- 12.30 (Bring your lunch!)
- Truly MDT Approach
- Meeting Roles & Time Keeping
- Long and Short Term Projects - PDSAs
- Data - How are we doing?
- Meeting Analysis

- Who? - Stakeholder Analysis

What? - Mapping the System -
What doesn't work? What
adds value?

What drives us nuts?!

So what have
we achieved so
far...



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Big Room Projects



What Have We Tackled?

- Staffing
- Proforma
- Weekend Working
- Waiting Room Refurbishment
- Building an Extension
- Reporting Xanthochromia
- Working with Nuclear Medicine
- GP Awareness Evening
- Trust Awareness
- Proactive Pull
- Early Supported Discharge
- ...and Many More

Our Improvement

20%

Increase in the
Number of patients
seen in Ambulatory
Care

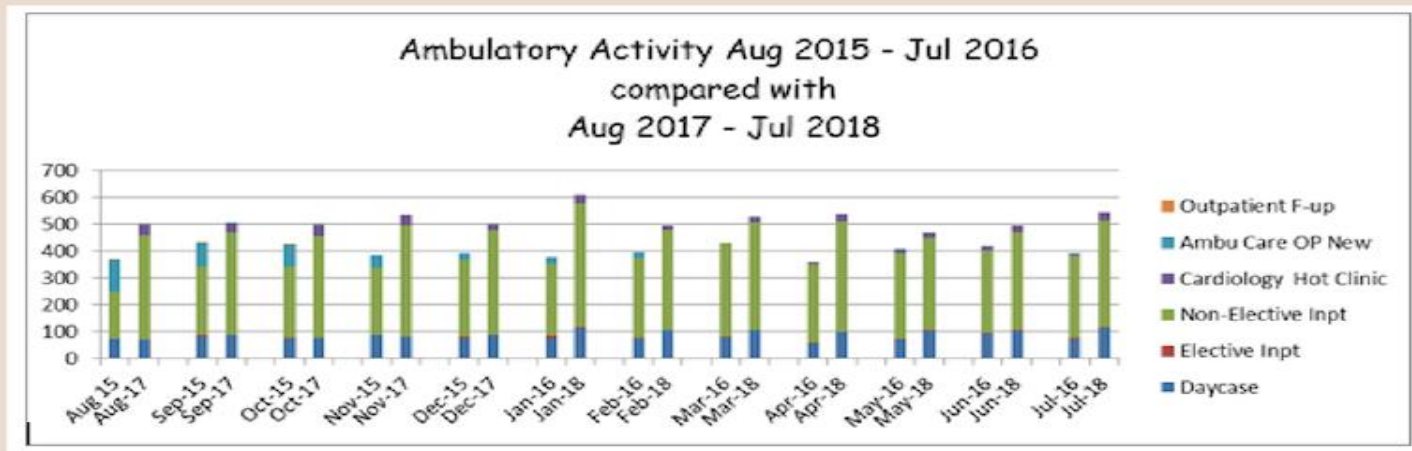
30%

Of the Medical Take
Consistently

89%

Of Patients rate their
Experience as
Excellent

Our Improvement



To Summarise...

01

We use a truly MDT approach to identify problems, finding the answers together.

02

Emphasis on Data, Results and Feedback

03

Maintaining Momentum, trial and error

**Thank you for
you time**

**ANY
QUESTIONS?**